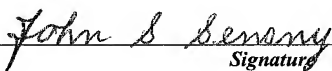


<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>				Docket No. <b>END920030147US1 (17238)</b>							
Applicant(s): <b>Sridhar Krishamoorthy</b>											
Application No. <b>10/796,345</b>	Filing Date <b>March 9, 2004</b>	Examiner <b>Matthew L. Brooks</b>	Customer No. <b>23389</b>	Group Art Unit <b>3629</b>	Confirmation No. <b>1976</b>						
Invention: <b>METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT</b>											
<u>COMMISSIONER FOR PATENTS:</u>											
Transmitted herewith is an amendment in the above-identified application.											
The fee has been calculated and is transmitted as shown below.											
<b>CLAIMS AS AMENDED</b>											
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE						
TOTAL CLAIMS	18 -	20 =	0	x \$50.00	\$0.00						
INDEP. CLAIMS	3 -	3 =	0	x \$200.00	\$0.00						
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00						
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>					<b>\$0.00</b>						
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account <b>09-0457/IBM</b> <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038.											
<b>WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.</b>											
 _____ <i>Signature</i>			Dated: <b>September 20, 2007</b>								
<b>John S. Sensny</b> <b>Registration No. 28,757</b>  <b>Scully, Scott, Murphy &amp; Presser</b> <b>400 Garden City Plaza - Suite 300</b> <b>Garden City, New York 11530</b> <b>(516) 742-4343</b>			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on</td> </tr> <tr> <td style="width: 50%;">_____ (Date)</td> <td style="width: 50%;">_____ Signature of Person Mailing Correspondence</td> </tr> <tr> <td colspan="2">_____ Typed or Printed Name of Person Mailing Correspondence</td> </tr> </table>			I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on		_____ (Date)	_____ Signature of Person Mailing Correspondence	_____ Typed or Printed Name of Person Mailing Correspondence	
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_____ (Date)	_____ Signature of Person Mailing Correspondence										
_____ Typed or Printed Name of Person Mailing Correspondence											
cc: JSS:jy											